# Getronics PinkRoccade Embeds Workpoint™ and Simplifies Complex Processes

Getronics PinkRoccade (PinkRoccade) is a worldwide IT company located in Amsterdam, Netherlands. The company provides information and communication technology (ICT) services to various institutions, such as banks, insurance companies, social security, healthcare and government.

## PinkRoccade Seeks a New Workflow Engine

PinkRoccade's ICT services help keep Dutch society operating smoothly. In fact, many citizens routinely—and often unknowingly—use ICT-assisted services from PinkRoccade. A key service that PinkRoccade provides is through Traject-Assistant,™ a Web-based J2EE application that allows private businesses to interact with the Dutch Social Security System.

To better serve its customers, PinkRoccade needed a new workflow engine that would enable Traject-Assistant to orchestrate end-to-end processes. The company had outgrown its existing engine, and found that it also lacked flexibility and scalability. PinkRoccade required an embeddable J2EE workflow solution that had open application program interfaces (APIs) and was capable of high transactional throughput. PinkRoccade also needed an engine that would work with multiple Java™ containers.

PinkRoccade appointed Diego Baptista, its software engineering specialist, to lead product evaluations. Baptista researched several providers before discovering Workpoint.

"The other vendors only offered a few things we needed or offered it with clumsy construction," Baptista said. "However, Workpoint met all of our requirements."

Workpoint is a comprehensive business process management (BPM) solution that can be embedded as a component or used as a standalone solution. Workpoint offers a pure Java architecture, open APIs and can modify jobs at runtime; which were just a few reasons why PinkRoccade chose the solution.

## Workpoint Goes to Work

Embedding Workpoint into PinkRoccade's applications was a simple and straightforward process. In a matter of weeks, Workpoint was operational, fully enabling Traject-Assistant.

Traject-Assistant is a complex application, as it facilitates various employment regulations enforced by the Dutch government. For example, employees who are unable to work because of health-related reasons receive disability benefits. Since these benefits are subsidized, the government requires employers to perform certain predefined actions to help employees go back to work. Traject-Assistant connects all involved parties (i.e. doctors, therapists, counselors, etc.) and facilitates the entire chain of support between the government, employer and employee.

With Workpoint, PinkRoccade can now manage Traject-Assistant seamlessly and discreetly. Workpoint orchestrates Traject-Assistant's processes from end to end. The solution administers data, monitors the progress of each unemployed citizen on the system and produces reports for the government. Workpoint also offers end users several tools, such as documents, calls-to-applications, and Java scripting and messaging. Workpoint also provides Traject-Assistant end users with rich workflow capabilities.

## More to Come

PinkRoccade is extremely pleased with the technology and support they have received from Workpoint. "The Workpoint team worked very, very well with us," Baptista said. "We received superior support."
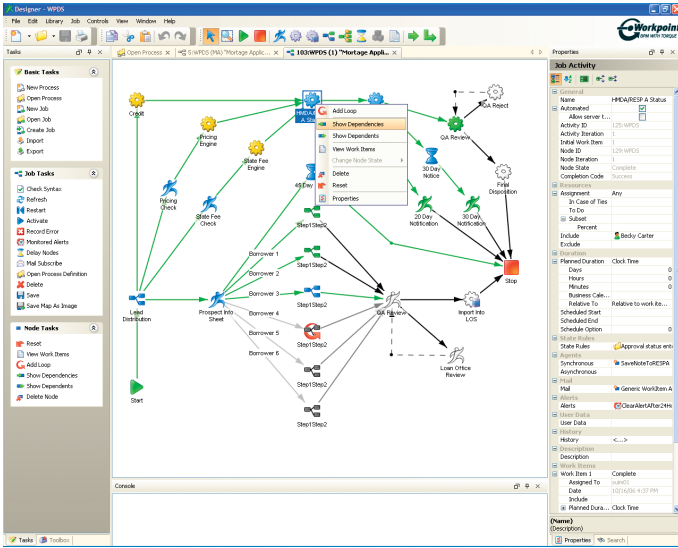
Since there are so many other implementation options with Traject-Assistant, PinkRoccade continues to evaluate additional ways to implement Workpoint.

"Workpoint met all of our expectations," Baptista said. "We are very pleased with Workpoint. We look forward to more successful implementations in the future."

**torque** (tôrk)

: a rotational force. ⟵····an automobile engine delivers torque to the drive shaft····⟶; also : a measure of the effectiveness of such a force that consists of the product of the force and the perpendicular distance from the line of action of the force to the axis of rotation.

*Workpoint's designer allows PinkRoccade to view animated maps of process instances. These maps change colors as steps are performed by employees or systems, which allows PinkRoccade to see who did what, when and how long it took.*

## Workpoint: BPM with Torque

IT environments requiring high performance and high throughput need more than a standard BPM engine, they need a BPM engine with torque. Workpoint is world-class BPM that is differentiated from any other solution on the market today. To date, Workpoint is the only BPM solution with two native engines, offering both a native Microsoft® .NET version and a pure Java™ J2EE version. These interoperable engines, along with a component architecture provide maximum performance and scalability enabling organizations to seamlessly automate, manage and optimize dynamic, high volume business processes across the enterprise. With its powerful, stateless runtime engine, Workpoint is BPM that manages processes throughout the entire lifecycle. It's BPM with torque.

## About Workpoint LLC

Workpoint LLC provides world-class business process management to organizations across the globe spanning various industries, such as healthcare, insurance, manufacturing, banking and retail. Whether used as an embeddable component or as a standalone solution, we provide our customers with the technology to seamlessly automate, manage and optimize dynamic, high volume business processes across the enterprise. Workpoint LLC is a wholly-owned subsidiary of Planet Group, Inc.

## About Planet Group, Inc.

Planet Group, Inc. is a privately-held corporation and holding company of a diverse group of technology and business solutions companies. This diverse portfolio of companies provides solutionsand services, such as information technology consulting, electronic payment processing, business process management and comprehensive electronic correspondence to industry-leadingand Fortune 500 companies in the financial services, healthcare, banking, retail, and consumer industrial and technology industries.

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